

P19115.A12



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2642

Appl. No. : 09/578,723

Examiner: W.J. Deane, Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS  
AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT

**REPLY UNDER 37 C.F.R. §1.116**

**RECEIVED**

SEP 07 2004

Technology Center 2600

U.S. Patent and Trademark Office  
220 20th Street S.  
Customer Window, Mail Stop AF  
Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Sir :

In response to the Official Action of June 4, 2004, in which a three-month shortened statutory period for response was set to expire on September 7, 2004, (September being a Saturday and September 6 being a Federal holiday) applicants respectfully request reconsideration and withdrawal of the outstanding rejections and an indication of the allowability of each of the claims pending in the present application, in view of the following amendments and remarks.

**Amendments to the claims** begin on page 2 of this Reply.

**Remarks** begin on page 6 of this Reply.

**GREENELUM & BERNSTEIN, P.L.C.**  
**Intellectual Property Causes**  
**1950 Roland Clarke Place**  
**Reston, VA 20191**  
**(703) 716-1191**

Mail Stop AF

AF  
61

In re application of : Robert R. BUSHEY et al

Response under 37 C.F.R. 1.116  
 Expedited Procedure Requested  
 Examining Group. 2642  
 Attorney Docket No. P19115

Application No. : 09/578,723

Corres. and Mail  
**BOX AF**

Group Art Unit: 2642

Filed : May 26, 2000

Examiner: W.J. Deane, Jr.

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS  
 AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
 CENTER ENVIRONMENT

**Mail Stop AF**

U.S. Patent and Trademark Office  
 220 20<sup>th</sup> Street S.  
 Customer Window  
 Crystal Plaza Two, Lobby, Room 1B03  
 Arlington, VA 22202

**RECEIVED**

SEP 07 2004

Technology Center 2600

Sir:

Transmitted herewith is a **Reply under 37 C.F.R. 1.116** in the above-captioned application.

- \_\_\_\_\_ Small Entity Status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a previously filed statement.
- \_\_\_\_\_ A verified statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.
- \_\_\_\_\_ A Request for Extension of Time.
- ☒ No additional fee is required.

The fee has been calculated as shown below:

Claims After Amendment	No. Claims Previously Paid For	Present Extra	Small Entity		Other Than A Small Entity	
			Rate	Fee	Rate	Fee
Total Claims: 15	*24	0	x 9=	\$	x 18=	\$0.00
Indep. Claims: 4	**5	0	x 43=	\$	x 86=	\$0.00
Multiple Dependent Claims Presented			+145=	\$	+290=	\$0.00
Extension Fees for ____ Month(s)				\$		\$0.00
Total:				\$	Total:	\$0.00

\* If less than 20, write 20

\*\* If less than 3, write 3

\_\_\_\_\_ Please charge my Deposit Account No. 19-0089 in the amount of \$ \_\_\_\_.

N/A A check in the amount of \$ \_\_\_\_ to cover the filing/extension fee is included.X The U.S. Patent and Trademark Office is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.X Any additional filing fees required under 37 C.F.R. 1.16.

X Any patent application processing fees under 37 C.F.R. 1.17, including any required extension of time fees in any concurrent or future reply requiring a petition for extension of time for its timely submission (37 C.F.R. 1.136(a)(3)).

*Reg. No. 29,027*  
 Bruce H. Bernstein  
 Reg. No. 29,027